Alma Uptime Report – NA02 Instance (North America) – Q3 2015

Alma Uptime Quarterly Reports are published each quarter to provide a comprehensive view of our uptime performance as measured over the last three (3) months and over the last twelve (12) months. The report measures our performance as defined in the Alma Service Level Agreement.

This document details the uptime report for the Alma NA02 instance in North America.

The instance your organization uses can be identified by the Alma URL (NA02 instance is na02.alma.exlibris.com).

The Alma uptime measured on a rolling 12 month basis (Oct 2014 – Sept 2015) is 99.95%.

The Alma uptime measured on a rolling 3 month basis (July 2015 – Sept 2015) is 99.85%

Please note our System Uptime Status page, which allows our customers to view the current status of their instance/environment at any time, using the following link:
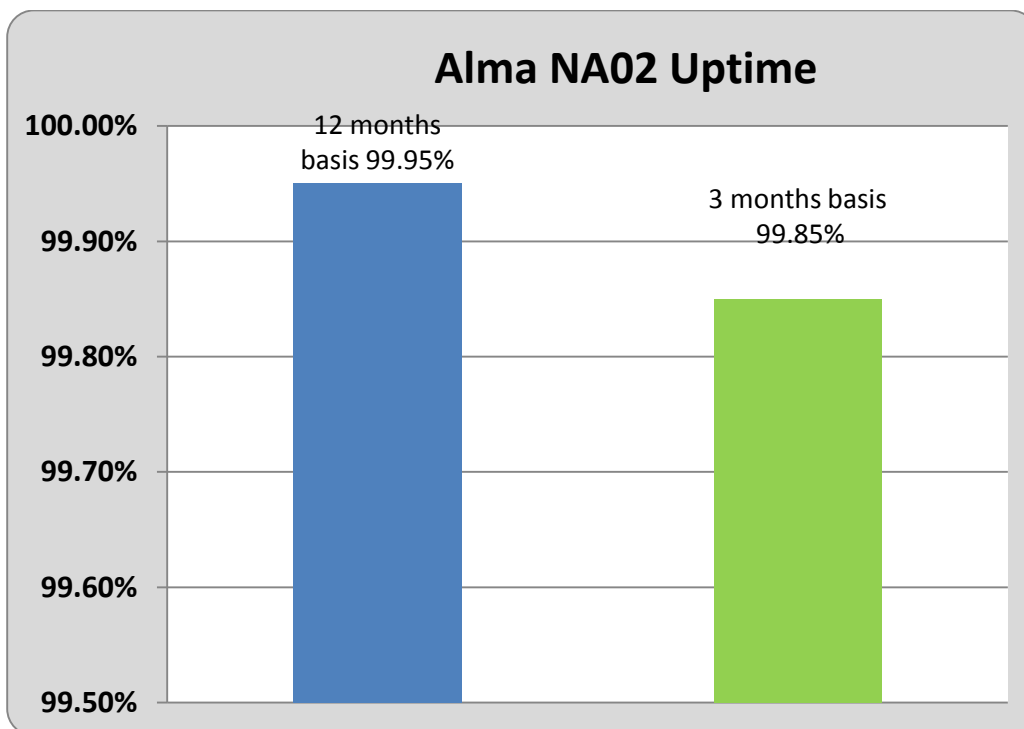
http://status.exlibrisgroup.com

Unscheduled downtime incidents in Q3 2015:

Date	Start time (CDT)	End time (CDT)	Duration (minutes)	Description
July 19, 2015	06:00 AM	06:40 AM	40	We went out of the maintenance window while porting NA02 to nimble. Maintenance window ended 06:00 AM CDT.
July 31, 2015	09:05 AM	09:27 AM	22	Ex Libris Internet Service Provider had an interference. Due to this interference, the traffic from the Internet towards Ex Libris US datacenter interrupted. In order to solve it, our Internet Service Provider is working to implement a solution to prevent this from happening in the future. This situation is being monitored very closely.
August 06, 2015	08:35 AM	08:53 AM	18	Memory over allocation on one of full text server resulted in partial service availability, resolved by reducing the memory over allocation. (Solr Cloud Cluster failure)
August 10, 2015	01:56 AM	02:04 AM	8	The cause of the downtime was from a planned activity performed by Ex Libris which caused a brief service disruption for the entire datacenter. Once the issue had been identified, Exlibris engineers performed an immediate rollback of the changes.
August 20, 2015	03:00 PM	03:36 PM	36	Memory over allocation on one of full text server resulted in partial service availability, resolved by reducing the memory over allocation. (Solr Cloud Cluster failure)
August 24, 2015	10:58 PM	11:46 PM	48	Memory over allocation on one of full text server resulted in partial service availability, resolved by reducing the memory over allocation. (Solr Cloud Cluster failure)
September 24, 2015	04:26 AM	04:35 AM	9	An unexpected reboot to one of the core switches took place, causing the entire datacenter to loose connectivity. After the switch finished to load the DC environments were up again.
September 24, 2015	04:48 AM	05:00 AM	12	

* Root cause analysis (RCA) reports for the downtime events could be found here.

Scheduled downtimes during maintenance windows in Q3 2015:

Start Date	Start Time (CDT)	End Time (CDT	Duration (Minutes)
July 05, 2015	01:00 AM	04:00 AM	180
July 12, 2015	01:00 AM	04:00 AM	180
July 18, 2015	11:00 PM	06:00 AM	420
August 02, 2015	01:00 AM	04:00 AM	180
August 09, 2015	01:00 AM	03:10 AM	130
September 05, 2015	12:00 AM	03:00 AM	180

Total unscheduled downtime minutes during past 12 months:

Quarter	Total unscheduled downtime in Quarter (minutes)
Q4 2014	53
Q1 2015	0
Q2 2015	0
Q3 2015	193

How is Alma Uptime Calculated?

The uptime calculation is based on the following calculation (as defined in the Alma Service Level Agreement):

"**Uptime**" means the total period in minutes during which the Service is available for access and use during this period.

"**Uptime Percentage**" means Uptime expressed as a percentage, calculated in accordance with the following formula:

Uptime Percentage = X /(Y–Z) × 100

Where:

X	=	Uptime
Y	=	Last 12 months period
Z	=	The duration (in minutes) of any SLA Exclusions* during these 12 months

*SLA exclusions are defined in the contract SLA (e.g. Scheduled maintenance, etc.)

Further Information

If you have any queries on the information within this report please contact Ex Libris through your usual channel.